



Installing Cisco AnyConnect with SSM


Macintosh OS X

June 2016

This document provides instructions on how to install the Cisco AnyConnect VPN software using the HP Client Automation (HPCA) [Self-Service Manager \(SSM\)](#) on a Macintosh computer. SSM is a tool that allows you to self-install software at a time that is convenient for you.

You must first install the AnyConnect software, and then install the AnyConnect profile specific to HQ. Both are required to complete the installation of this service.

Install AnyConnect Software


1. Save your work and close all open applications.
2. Ensure you are connected to the NASA network, either directly or via [VPN](#).
3. Open SSM: from the **Finder** , click **Applications | HPCA | Agent | Application Self Service Manager**.
4. The HPCA SSM version/start-up window appears and may take several seconds to open the Client Automation Application Self-Service Manager window (the main screen for SSM).



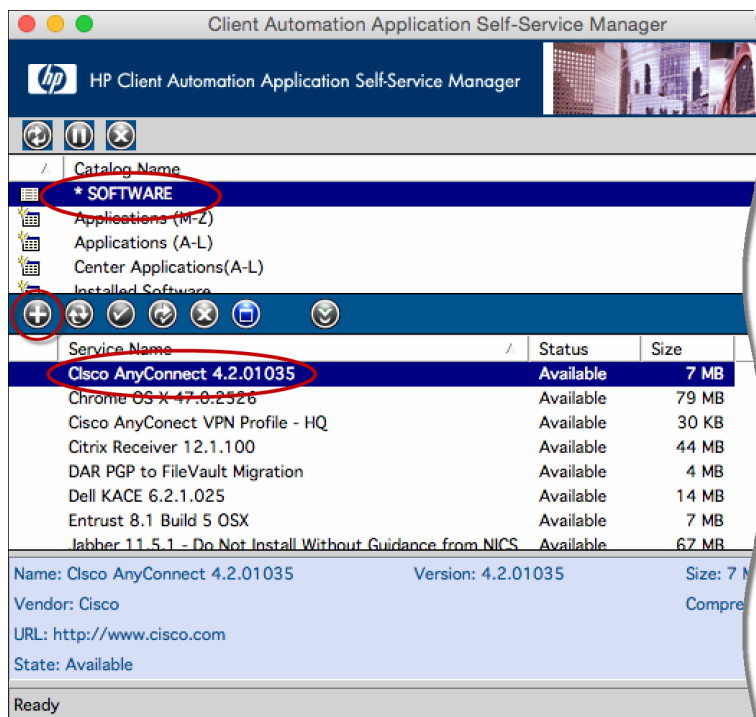
If you receive an error message “Error code 769 encountered during the connect. Do you want to work offline?” click **No**; SSM will close. Ensure you are connected to the NASA network directly or via VPN. Return to step 3 to open the software again.

If you receive an error message “There was an error encountered trying to run the Client Automation agent module <radpinit> or <radskman>.” Please contact your system administrator,” [contact the ESD](#).

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
5. In the top selection box, under **Catalog Name**, click ***SOFTWARE**.
6. In the bottom selection box, under **Service Name**, check to make sure you have **Cisco AnyConnect [version number]** in the list and that the status shows as **Available**. If it shows available, proceed to step 7. If not, [contact the ESD](#).
7. Click **Cisco AnyConnect [version number]** to select the entry | click the install icon .

Make sure you select “Cisco AnyConnect [version number]” and NOT “Cisco AnyConnect VPN Profile – HQ”




8. The software will download and then install on your computer. You may encounter a prompt screen to continue with installation. If prompted, click **OK** or **Continue**.

Do not use your computer, reboot, or shut down during installation.

9. You may be prompted to restart once the installation is complete. If required to restart, when your computer has restarted, ensure you are connected to the NASA network (directly or via VPN). Open SSM: from the **Finder** , click **Applications | HPCA | Agent | Application Self Service Manager**.
10. On the Client Automation Application Self-Service Manager window (the SSM application), there will be a checkmark  icon next to the **Cisco AnyConnect** entry, and **Installed** will be indicated in the entry.


Install HQ Profile

11. In the bottom selection box, under **Service Name**, check to make sure you have **Cisco AnyConnect VPN Profile - HQ** in the list and that the status shows as **Available**. If it shows available, proceed to step 12. If not, [contact the ESD](#).
12. Click **Cisco AnyConnect VPN Profile - HQ** to select the entry | click the install icon .

Complete Installation

13. The software will download and then install on your computer. You may encounter a prompt screen to continue with installation. If prompted, click **OK** or **Continue**.

Do not use your computer, reboot, or shut down during installation.

14. Return to the HPCA SSM menu. There will be a checkmark  icon next to the **AnyConnect Profiles – Headquarters** entry, and **Installed** will be indicated in the entry.
15. Exit the SSM application by clicking on **Client Automation Agent** (in the toolbar) | **Quit Client Automation Agent**.

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Resources

The following resources are available to familiarize you with using SSM:

- HPCA Self-Service Manager Frequently Asked Questions (FAQs):
https://aces.ndc.nasa.gov/documents/FAQs_SSM.pdf
- HPCA Self-Service Manager (SSM) User Guide:
<https://aces.ndc.nasa.gov/documents/SelfServiceManagerUserGuide.pdf>

For assistance, contact the Enterprise Service Desk (ESD): Submit a ticket online at esd.nasa.gov, or call 358-HELP (4357) or 1-866-4NASAHQ (462-7247).

This document is posted on the ITCD Web site at:
<http://itcd.hq.nasa.gov/instructions.html>

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